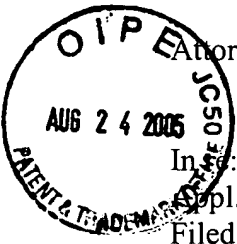


08-25-05

IFW



Attorney's Docket No. 018360/270566

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor: Ahrens, et al.

Confirmation No.: 3252

Suppl. No.: 10/812,484

Art Unit: 2642

Filed: MARCH 29, 2004

Examiner:

For: COMPUTER SYSTEM FOR MONITORING ACTUAL PERFORMANCE TO
STANDARDS IN REAL TIME

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

**INFORMATION DISCLOSURE STATEMENT
CITATION UNDER 37 C.F.R. § 1.97**

Sir:

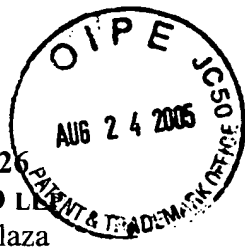
Attached is a list of documents on form PTO-1449 along with a copy of any cited foreign patent documents and non-patent literature documents in accordance with 37 CFR 1.98(a)(2). Applicants note that the document listed as Cite No. 9 on form PTO-1449 has been redacted.

It is requested that the Examiner consider these documents and officially make them of record in accordance with the provisions of 37 C.F.R. § 1.97 and Section 609 of the MPEP. By identifying the listed documents, Applicant in no way makes any admission as to the prior art status of the listed documents, but is instead identifying the listed documents for the sake of full disclosure.

Respectfully submitted,

Stephen G. McNiff
Registration No. 53,305

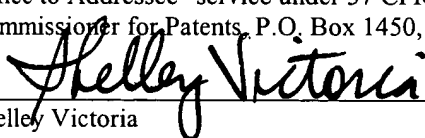
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Substitute for form 1449/PTO
(Revised 07/2005)

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**
(Use as many sheets as necessary)

AUG 24 2005

Complete if Known

Application Number	10/812,484
Filing Date	March 29, 2004
First Named Inventor	Ahrens
Group Art Unit	2642
Examiner Name	
Attorney Docket Number	018360/270566

U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No.	Document Number Number - Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages of Relevant Figures Appear
	1	US-4,408,100	10-04-1983	Pritz, et al.	
	2	US-4,510,351	04-09-1985	Costello, et al.	
	3	US-5,068,787	11-26-1991	Pipella, et al.	
	4	US-5,212,635	05-18-1993	Ferriter	
	5	US-5,299,260	03-29-1994	Shaio	
	6	US-5,535,256	07-09-1996	Maloney, et al.	
	7	US-6,466,663 B1	10-15-2002	Ravenscroft, et al.	

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No.	Foreign Patent Document Country Code - Number Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	English Language Translation Attached
	8	WO 96/27171	09-06-1996	United Parcel Service of America, Inc.		

OTHER DOCUMENTS

Examiner Initials*	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	English Language Translation Attached
	9	United Parcel Service of America, Inc., "Delivery Acquisition Device Reference Guide (Redacted Version)," July 2, 2001.	

Examiner Signature		Date Considered	
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*Examiner: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.